

ROQ

Return on Quality

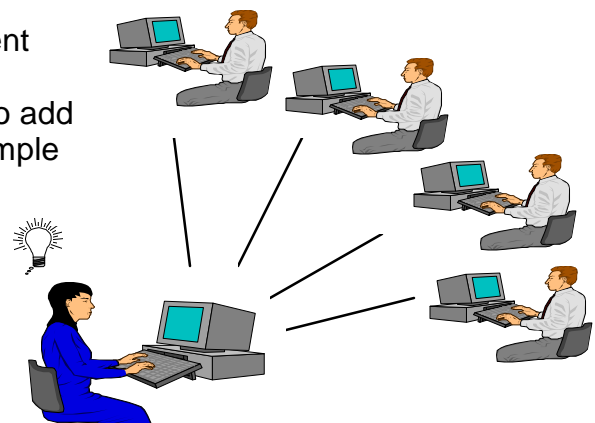


BUS Division Uses Technology to Improve Communication

In order to conduct and maintain a dialogue about financial processes and initiatives at the Laboratory, the financial professionals in BUS-2, BUS-3, and BUS-8 distributed services have instigated the creation of the e-mail address **finpros@lanl.gov**. The purpose of this mailing list is to enable a dialogue about financial processes and initiatives at the Laboratory in the spirit of learning and exploration. In addition, the ability to exchange information in “real-time” as changes occur has proven to be a particularly useful method of communication and dialogue within the community of financial professionals in BUS and beyond.

Examples of the types of messages you might find on this mailing list are: information on changes to the financial processes at the Lab, heads up on a new initiatives that will happen in the near future, ideas financial professionals want to share about how you are doing their work, and questions on processes or policies. A recent example is the information shared recently on the process to correct year-to-date time and effort costs.

Here is how finpros works. There is a list of subscribers who receive all the messages sent to the list address. A "robot" keeps track of subscribers and distributes the messages. To add contribution to the flow, subscribers send a simple e-mail message to **finpros@lanl.gov** and the robot takes care of everything else.



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